

Filing A Claim

To have your claim paid on the basis of Full Replacement Value (FRV), you **MUST** file directly with the TSP within **9 months of delivery**. You can file a claim by logging into DPS and selecting the “CLAIMS” tab. For FRV, the TSP is REQUIRED to replace any item that is lost/destroyed with a new item, or pay the cost of a new item of the same kind and quality, without deducting for depreciation. The TSP is not required to replace items which can be repaired for less than FRV of the item. Repair will be to the extent necessary to restore the item to its condition when it was received by the TSP. An item is considered destroyed if it cannot be repaired, or if the cost of repair would exceed the cost of a new item.

REPORTING LOSS/DAMAGE

Upon shipment delivery, you and the Transportation Service Provider (TSP) will record loss/damage on a “*Notification of Loss/Damage AT Delivery*” form.

Loss/Damage discovered after delivery shall be listed on the “*Notification of Loss/Damage AFTER Delivery*” form or entered into DPS by you.

All Loss/Damage must be declared and filed within 75 days of delivery to the TSP. Neither the TSP nor the Military Claims Office (MCO) will pay for items not identified on the loss/damage report and filed within 75 days.

**Office of the Staff Judge Advocate
Claims Division**

**Torii Station
Building 218, Room 222
Torii Station, Okinawa, Japan**

**Phone: 644-4742/4332
Fax: 644-5101**

Office of the Staff Judge Advocate

Filing A Claim Online




Go to the **www.move.mil** website and create your Defense Personal Property System (DPS) account if you had not already done so at your Military Transportation Office.

DPS User ID: _____

DPS Password: _____

It's Your Move.



Procedures for Notice of Loss/Damage & Filing a Claim

Check your GBL number if it begins with 4 letters then you must file using DPS and if it begins with 2 letters you must file using TOPS.

Go to www.move.mil and click “Log In To DPS”. Enter the sponsor’s SSN in the User’s ID block and then enter your DPS password.

Once in DPS, click on the Claims tab located near the top of the page.

Notice Loss/Damage

Click on Loss/Damage Reports located on the right side of the screen. On the right side of the screen is a link for Add Loss/Damage report, click on it. Click on the link for Create or Add a Notice of Loss/Damage. Click on the ADD button to begin.

Locate the envelope next to the BOL/GBL Number box and click on it. In the pop up window that appears select the correct GBL and click the PICK button.

Complete the input screen by filling in all the mandatory fields and then click save. Locate the ADD/UPDATE LOSS/DAMAGE ITEMS section and click the ADD button.

Enter the information for a item and press SAVE. Repeat for each item. Once you have entered each item click the SUBMIT button.

Filing A Claim

From the Home screen locate the area on the right of the screen entitled “Create Claims”. Click on the envelope next to the box for Pick the Shipment. Select the appropriate shipment and click the Pick button. Click on the envelope next to the box for Submitter’s Relationship. Select the appropriate relationship and click the PICK button.

Now click on the ADD & Go button at the bottom of that section.

In the Claim Section click the ADD button, when the screen changes locate the Claim Number and write it down. Under the “Claims Detail” section click the envelope next to the BOL/GBL Number box. In the pop up window select the appropriate GBL and click on PICK.

Fill in all mandatory fields and click SAVE.

Click on PULL LOSS/DAMAGE ITEMS tab.

In the ADD/UPDATE CLAIM Items Section click the ADD button. You will need to ADD for every item listed at delivery. Fill in all the boxes in that section and click SAVE. You will have to UPDATE for all the items listed after delivery. Once you have updated all the fields for all the items you have provided notice of loss/damage then locate the SUBMIT button near the top of the screen and click it.

You have filed your claim.

If you have not heard from the TSP within 7 days call the TSP and check on your claim.

Time Requirements

75 days

Provide Notice Loss/Damage

9 months

File a Claim for FRV

2 years

File a Claim for Depreciated Value

**Office of the Staff Judge Advocate
Claims Division**

**Building 218, Room 222
Torii Station, Okinawa, Japan**

**Phone: 644-4742/4332
Fax: 644-5101**

